



Idaho State Board of Medicine

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TO: Division of Financial Management,
Maria Bartlett, Senior Analyst
Brian Whitlock, Administrator

FROM: Nancy Kerr, Idaho State Board of Medicine

SUBJECT: Strategic Plan Update July 2004

Summary of Changes to Strategic Plan

The Strategic Plan of the Idaho State Board of Medicine has been updated:

1. To reflect the Board's commitment to public protection by updating its beliefs on information provided by the agency, to reflect the character of the information provided to the public, board members and the legislature,
2. To illustrate the changes in technology and the increased use of technology to meet public demand and improve the effectiveness of operation,
3. To continue to emphasize the need for staff education and training to remain abreast of changes in the field and to utilize advanced technology to it fullest and
4. To define terms used in the development of the strategic plan.

A handwritten signature in cursive script, reading "Nancy M. Kerr", is positioned above the printed name.

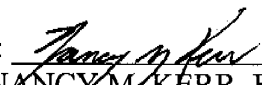
Nancy M. Kerr
Executive Director
Idaho State Board of Medicine

IDAHO STATE BOARD OF MEDICINE

STRATEGIC PLAN

FISCAL YEARS 2005-2009

SUBMITTED JULY 1, 2004

SIGNED: 
NANCY M. KERR, Executive Director
Idaho State Board of Medicine

SIGNED: 
WENDELL WELLS, MD Chairman
Idaho State Board of Medicine

Vision Statement

Every citizen in the state and every licensee of the Board of Medicine are able to discuss the purpose, scope and function of the Idaho State Board of Medicine.

Within the next five years we envision the Board being able to use advanced technology for the application, renewal process, storage and retrieval of information. We anticipate that public demand for information will continue to increase as will the need for public education and information about the board's function and activities. We predict an increase in applications in all professions and increased administrative, investigative and disciplinary demands on the Board. We anticipate the disciplinary process will become more litigious and there will also be an increasing demand for prelitigation resources. We visualize the need for increased technology reliance to more effectively meet these escalating demands. We forecast the need for increased technology training and specialized staff positions. We foresee the need for increased resources to meet the demand for public information. We expect that all changes carry with them an inherent need for increased education to insure all staff are able to meet the challenges of the future.

Mission Statement

Fair and impartial application and enforcement of practice acts.

The State Board of Medicine is a self-governing agency operated with dedicated funds from licensees of the agency. It operates with six boards, two advisory committees and thirty-nine board/committee members. The Board serves as the primary vehicle in the state for licensure and discipline of physicians, doctors of osteopathy, physician assistants, physical therapists, physical therapy assistants, dietitians, occupational therapists, occupational therapy assistants, respiratory therapists, and athletic trainers. The Board registers medical interns, externs, residents, and physician assistant trainees in approved training programs. The Board of Medicine regulates supervising and directing physicians who supervise physician assistants, athletic trainers, interns, and residents. The Board is authorized to promulgate rules defining the scope of practice for emergency medical technicians and regulate medical supervision of emergency medical technicians and paramedics in conjunction with the Department of Health and Welfare, Bureau of Emergency Medical Services. The Board has primary responsibility for the funding and coordination of malpractice prelitigation hearings.

Key External Factors and Assumptions for Strategic Planning

Economic

The state population and number of professionals licensed by the Board will continue to increase over the next five years.

Federal and state initiatives, insurance carriers, and technological advances could affect state health care delivery system and professional regulation especially within the arena of the practice of medicine over state lines.

Cost and quality of medical care will remain on the consumer hot topic list and continue the demand on all state medical regulatory systems.

Political

Disgruntled licensees will continue to use the legislature rather than the court system for appeal in disciplinary matters.

There will continue to be an increased need for political awareness of issues related to health care professionals and regulatory agencies.

Legislators have limited time and resources and may continue to use lobbyists rather than a state source for information.

Special interest groups will continue to influence politics.

Technological Trends

New technological advances will increase the access to information. Public access demand will increase the agency technology workload.

Technological advances will require a knowledgeable staff and dedicated funds to maintain viability in the future.

Technological advances will require new security processes to protect privileged information.

Key External Factors and Assumptions for Strategic Planning (contd.)

Environmental Trends

Increasing cost of natural resources could impact the agency financial plans.

Social

Health care cost containment will remain a key social issue while conversely malpractice litigation will continue to grow.

Increased accountability for social and health programs expenditures will remain high on the consumer interest list.

Personnel Resources

Physician willingness to serve on the Board could be affected by political and social factors.

Staffing resources will continue to be limited, including experienced nurses and retention of qualified personnel will remain a priority

Office Philosophy

We believe that regardless of the political or judicial environment, the primary goal and function of this agency is public protection.

We believe that our obligation is to the citizens of Idaho and members of the health professions we license.

We believe that all information provided by this office should be adequately researched, based on objective data, unbiased and provided in a timely manner.

We believe in continuous improvement and always strive to perform our functions in an ethical, honest, manner that is both responsive and accountable to those we serve.

We believe that education is a key element in continuous improvement and that each member of the staff must be encouraged and supported to reach and utilize their full potential.

We believe that continuous quality improvement is not a slogan but a system of beliefs, training, knowledge and management commitment to provide the highest quality most cost-effective service.

FIVE YEAR GOALS

To improve and cultivate public outreach activities

To continue to improve communication with licensees

To meet or exceed the public demand for information

To utilize technologies to improve function and reduce cost

To identify and address the training needs of the staff and Board members

FUNCTIONAL AREA: LICENSING

GOALS AND OBJECTIVES	FY 05	FY 06	FY 07	FY 08	FY 09	OUTPUT MEASURES	PERFORMANCE OUTCOME MEASURE
GOAL Utilize technology to improve agency function and reduce cost	X	X					100% paperless board/committee meetings
		X	X	X	X		30 % of license renewal done on line
OBJECTIVE Reduce time and costs for six board/committee meetings licensure and renewal functions							
ACTION							
Document Storage system in place and staff trained in operation	X	X				Staff able to convert documents to electronic media	All investigative and licensing documents converted to electronic media
Process in place for conversion of incoming documents	X	X				Written process being followed	Identified documents converted to electronic media
Laptops purchased and receipted to board/committee members		X	X	X	X	Board/committee members have access to laptop	Laptops issued to members
Members trained on media format and access	X					Members accessing electronic meeting info	Members access meeting information 100% electronic media

FUNCTIONAL AREA: PRELITIGATION

GOALS AND OBJECTIVES	FY 05	FY 06	FY 07	FY 08	OUTPUT MEASURES	PERFORMANCE OUTCOME MEASURE
GOAL: To utilize technologies to improve function and reduce cost						Data collection improved, database used for data management, administrative time decreased, and program adequately funded. Staffing stable at 2.0 FTE
	X	X	X	X		
OBJECTIVE: Improve data collection, streamline the administration of the prelitigation process, and insure adequate funding and staffing.						
ACTION						
Identify needed information to capture pertinent statistical data	X	X			Required information identified	Pertinent information identified
Redesign database to incorporate prelitigation information or develop separate database.	X	X			Database redesigned or new database purchased	Database functional
Identify paperless tasks for process	X	X	X	X	Tasks identified	Electronic media used for process where applicable, administrative tasks decreased, and costs reduced
Identify funding resources for the pre-litigation process	X	X	X	X	Fees for process distributed among users	Adequate funding of process in place

FUNCTIONAL AREA: ADMINISTRATION AND MEMBERS

GOALS AND OBJECTIVES	FY 05	FY 06	FY 07	FY 08	FY 09	OUTPUT MEASURES	PERFORMANCE OUTCOME MEASURE
GOAL Improve and cultivate public outreach activities	X	X	X	X	X		Board initiates or participates in at least four public outreach/licensee activities per year
Continue to improve communication with licensees	X	X	X	X	X		
OBJECTIVE Increase licensee and public knowledge of Board function							
ACTION							
Identify public outreach opportunities and licensee communication opportunities	X	X	X	X	X	Meetings and activities are identified	Board plan for participation is outlined
Board identifies most significant misunderstandings of Board function or scope	X	X	X	X	X	Items identified	Newsletter article addresses identified need/speaker presents information/web site updated to reflect needed item
Staff and Board members are updated on topics and schedule of events	X	X	X	X	X	Schedule available to members and staff	Staff and Board participate in scheduled events

FUNCTIONAL AREA- LICENSING AND DISCIPLINE

GOALS AND OBJECTIVES	FY 05	FY 06	FY 07	FY 08	FY 09	OUTPUT MEASURES	PERFORMANCE OUTCOME MEASURE
GOAL							
Meet or exceed the public demand for information	X	X	X	X	X		Web utilized as primary source for information and documents. Written requests for information reduced by 30%.
OBJECTIVE							
To meet public and licensee need for information and documents.							
ACTION							
Design Web site that will allow the public immediate access to license and discipline information via the net	X	X	X	X	X	Web site operational, license verification and document storage system integrated with web site	Public access to information operational. Web site utilized as primary source for license verification, information and forms
Continue to encourage feedback on the web site from users	X	X	X	X	X	Feedback received on regular basis	Public/licensee concerns with access addressed

FUNCTIONAL AREA: TRAINING AND EDUCATION

GOALS AND OBJECTIVES	FY 05	FY 06	FY 07	FY 08	FY 09	OUTPUT MEASURES	PERFORMANCE OUTCOME MEASURE
GOAL Identify and address the training needs of the members and staff	X	X	X	X	X		Staff trained in functional area, members orientated to process and procedure and funding adequate to meet training needs
OBJECTIVE							
Increased staff satisfaction and competency in office equipment and software, new members orientated in minimal time							
ACTION							
Staff/members to identify training needs	X	X	X	X	X	Training needs identified	Individual training program outlined
Identify resources to meet the training needs of the staff/members	X	X	X	X	X	Training resources identified	Resource list for various training needs identified and utilized
Identify training and orientation needs required by new staff/members	X	X	X	X	X	Training and orientation plan outlined	New staff/members function in minimal time
Plan for technology changes that impact training needs	X	X	X	X	X	Training included in acquisition of new equipment and technology	Staff/members able to utilize new equipment and technology in minimal time
Identify and plan for funds to meet training needs	X	X	X	X	X	Funding available for training	Adequate funds to meet training needs
Re-evaluate training/orientation plans at least annually	X	X	X	X	X	Plans re-evaluated and updated annually	Most current orientation and training material utilized

KEY TERMS

Assumptions- Current or future trends used in the planning process, presumptions about future trends or activities that may affect the organization

Goal- Usually a projected future aim or ambition, for strategic planning in the state a five year goal is used

Objective- What is to be accomplished by the activity, the target behavior or desired outcome.

Output Measure- The objective measure that shows you are working on the goal, what an outsider could see, touch, feel to know that step is accomplished

Operational Plan- Day to day activities that work toward the objective or goal

Performance Output Measure- What measurable performance or behavior is changed as result of that step or goal being accomplished

FY 2004 ACCOMPLISHMENTS

1. Website License Verification and Discipline Database. Cost savings=Decreased mailing cost, decreased staff time responding to public records requests and improved customer service through immediate information on license status and public board actions available to the public.
2. Committee on Professional Discipline and Board of Medicine meetings 100% paperless. Cost savings=decreased paper, copier, mailing costs, and staff time.
3. Profile Updates done on-line. Cost savings=decreased paper, copier, mailing costs and staff time and improved customer service
4. Postcards used for renewal reminders. Cost savings=decreased paper, forms and mailing costs.
5. Website License Verification Requests. Cost savings=Decreased staff time in processing requests, decreased financial staff time with on-line credit card use, and improved customer service.